



**Job Title:** General Manager / Management Couple

**Location:** Collection in the Wild, Maasai Mara

### **About Us**

Collection in the Wild is a group of safari/beach properties offering guests transformative travel experiences with an unwavering commitment to protect the environment and improve livelihoods. We aim to provide an unforgettable adventure paired with world-class service and high-end accommodations. As we grow, we are seeking an experienced General Manager, or a management couple, to work at one of our properties, lead the preopening preparations and manage operations once we are open.

### **Job Description**

As the General Manager, or Management Couple, you'll play a critical role in the establishment, growth, and success of our luxury safari property. Your duties will range from overseeing our dedicated team to ensuring that every guest experience is extraordinary.

### **Responsibilities**

#### **1. Preopening Preparations:**

- Plan and coordinate the training and development of a high-performing team.
- Establish operational processes and standards to ensure the highest level of service quality.
- Oversee the procurement of all necessary supplies and equipment for operations.

#### **2. Operations and Management:**

- Oversee daily operations, ensuring all aspects of the property run seamlessly and efficiently.
- Coordinate with all departments to ensure integrated operations and superior guest service.
- Regularly review financial data and support cost-effective measures.
- Ensure compliance with safety and hygiene regulations.
- Work on absolute sustainability standards throughout all elements of the operations.

#### **3. Team Oversight:**

- Lead and motivate the team to achieve operational excellence and high service standards.
- Provide guidance, feedback, and support to the staff, fostering a positive and productive work environment.

- Implement performance evaluations and devise development plans for team members.
4. **Guest and Safari Experience Management:**
- Ensure all guest interactions are personalized, intuitive, with our “Wild” tone of charm, positivity and professionalism.
  - Coordinate unforgettable guest experiences, managing guest schedules, activities, and any special requests.
  - Monitor guest feedback, addressing any issues promptly and implementing long-term solutions where necessary.

**Qualifications**

- A minimum of 5 years of managerial experience in remote luxury safari lodges.
- Proven track record of providing luxury service and managing high-end properties.
- Excellent leadership and interpersonal skills.
- Superior understanding of all aspects of safari operations.
- Strong commercial acumen and financial management skills.
- Excellent English communication skills, both written and spoken. Knowledge of other languages is a plus.
- Degree in hospitality management or related field is desirable.

To apply for this unique opportunity, please submit your CV, a link to a quick video and a cover letter, explaining why you would be a perfect fit for Collection in the Wild.

Please note, only candidates with suitable experience and qualifications will be contacted.

Collection in the Wild is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

**Application Deadline:** 1<sup>st</sup> September 2023

Please send CV and cover letter to: [Info@collectioninthewild.com](mailto:Info@collectioninthewild.com)

[www.collectioninthewild.com](http://www.collectioninthewild.com)